

# Child Care Counts: COVID-19 Response and Relief Payment Program

04/19/2021



Wisconsin Department of  
Children and Families

# About this guide

This guide contains information to help you get access to the [Child Care Provider Portal](#) (CCPP) and set up your Fidelity National Information Services (FIS) Provider Registration.

<https://dcf.wisconsin.gov/childcare/provider-portal/info>

These instructions are intended for people who have not previously used these systems.

The guide also contains a section to help you **update your center and staff records** in the Child Care Provider Portal.

**These instructions are useful for first-time users, as well as a nice refresher for current users of the systems.**

We are also providing some worksheets to help you with updating records for your center. Please print as many of these as you need.



If you need any assistance, please send an email to:

[DCFDECECOVID19CCPayments@wisconsin.gov](mailto:DCFDECECOVID19CCPayments@wisconsin.gov)

Or call and leave your details at:

608-535-3650



# **CHILD CARE PROVIDER PORTAL**



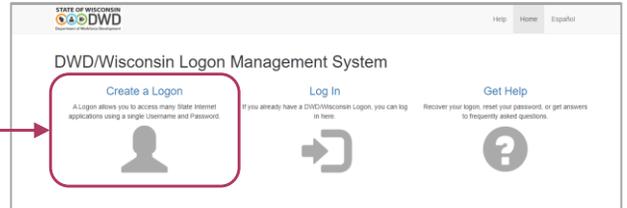
# CHILD CARE PROVIDER PORTAL

## DWD/WISCONSIN LOGIN

To get started, you must have a DWD/Wisconsin Login and password. If you have not yet created a DWD/Wisconsin Login, you will need to do so now. Log on to the [DWD Management](https://accounts.dwd.wisconsin.gov/) page to obtain a DWD/Wisconsin Login.



<https://accounts.dwd.wisconsin.gov/>



Fill in all fields on the login creation page. Follow the on-screen instructions. Create a username and password you will remember.



Enter a security question you will remember. This allows you to recover your account if you lose or forget your password.

Be sure to make note of your username and password and store them somewhere safe.



If you need help with Provider Portal access, please contact [DCFPlcBECRCBU@wisconsin.gov](mailto:DCFPlcBECRCBU@wisconsin.gov)



## CHILD CARE PROVIDER PORTAL

**For Provider Locations that do not have a current user with Owner/Director role.**

After you have successfully created the DWD/WISCONSIN Login ID, go to the Provider Portal login page below in your web browser.

<https://mywchildcareproviders.wisconsin.gov/>

From there, you will complete the **New User Setup** page.

**Note:** You will need a Provider/Location Number and Tax ID to complete this process.

Select 'Get Owner/Director Access' and follow the steps provided in the **CCPP Security Module User Guide** to request a PIN for Owner/Director access.

<https://dcf.wisconsin.gov/files/publications/pdf/5400.pdf>

**Note:** You can find the general **CCPP User Guide** below:

<https://dcf.wisconsin.gov/files/publications/pdf/5221.pdf>



## CHILD CARE PROVIDER PORTAL

### For access to a Provider Location (all roles except Owner/Director)

After you have created your DWD/WISCONSIN Login ID and password, you need to contact your center owner/director or administrator for a unique PIN, a 10-digit provider number, and a 3-digit location number for the facility.

Once you have received a PIN from your owner/director or administrator, access the Provider Portal Login page to complete the New User Setup page.

<https://mywchildcareproviders.wisconsin.gov/>

**Note:** You will need a Provider/Location Number to complete this process.

Select '**Additional Users for a Facility**' and follow the steps also provided in the **CCPP Security Module User Guide** to activate your user access to most non-confidential pages.

<https://dcf.wisconsin.gov/files/publications/pdf/5400.pdf>

If you need role access other than Basic, contact the owner/director or administrator for a different role.

Note: You can find the general **CCPP User Guide** below:

<https://dcf.wisconsin.gov/files/publications/pdf/5221.pdf>



# **FIS PROVIDER REGISTRATION**



# FIS PROVIDER REGISTRATION

Fidelity National Information Services (FIS) manages Wisconsin's Electronic Benefit Transfer (EBT) and ACH payments.

- If you are not set up with FIS or currently serving Wisconsin Shares families, you will need to submit your bank information to FIS to receive CCC funds via ACH. The easiest way to do this is by registering on the FIS provider Portal.
- You will need your FIS Provider ID. This is found in the DCF **Provider Portal header (below) OR New Provider Welcome Letter (shown on the next page)**
- Include your Tax Identification Number (TIN). Future annual 1099K documents will be sent to you from FIS.

Child Care Provider Portal  
Welcome, Laura

Suzy Q's  
709 Robert Rd  
Durand, WI 54736

Logout  
1800036661-001  
Facility ID 1122361  
FIS Provider ID N/A

**COVID-19 Emergency Information**  
Due to the COVID-19 pandemic, please complete the following and keep it up-to-date so that DCF and its partners can help Healthcare workers and others performing critical functions fill urgent child care needs. Press "Save" once you have completed filling out or updating the information.

If you update the closure status below, please also contact your licensor or certifier.

Address 709 Robert Rd  
Durand, WI 54736

Is this location currently open?  Yes  No

Are you able to provide care for more children with disability?  Yes  No

Enter the number of open slots you have available at this location below.

For children under 2 years?

For 2 and 3 year-olds?

For 4 and 5 year-olds?

For 6 year-olds and older?

Enter the total number of open slots (i.e., available slots) you have available at this location below.

Total available slots

Last updated on

Save



# FIS PROVIDER REGISTRATION

You can also find your FIS Provider ID at the top of your **New Provider Welcome letter**, and in the body of the letter.

Division of Early Care and Education 201 East Washington Avenue, Room E200 P.O. Box 8916 Madison, WI 53708-8916	 <p><b>State of Wisconsin</b></p> <p><b>Provider #</b> 2800040092/001</p> <p><b>FIS Provider ID</b> D217957</p>	
Date: _____		
<p>The State of Wisconsin is an equal opportunity service provider. This letter contains information about the Wisconsin Shares Child Care Subsidy Program. If you need this material in a different format because of a disability, or if you need this letter translated or explained in your own language, please call the number below and press 4. State your language when the call is answered. These services are free.</p> <p><b>Child Care:</b> 1-888-947-6583      <b>TTY:</b> 711</p>		
<h3>Welcome New Child Care Provider</h3>		
<p>The Wisconsin Shares Child Care Subsidy Program assists eligible working parents with child care expenses. The Wisconsin Department of Children and Families has implemented a new payment process called MyWICildCare (MWCC). MWCC puts the power of paying for child care services into the hands of parents through the MyWICildCare EBT card.</p> <p>The State of Wisconsin Department of Children and Families has contracted with Fidelity National Information Services (FIS) to help to achieve our Electronic Benefit Transfer (EBT) program goals. New Wisconsin child care providers who wish to accept Wisconsin Shares authorizations are required to have a FIS Provider Agreement in place so that electronic funds may be transferred directly into your bank account.</p> <p>The MyWICildCare card allows parents enrolled in Wisconsin Shares to transfer state subsidies electronically for fast, easy payments to child care providers.</p> <p>FIS identifies providers by the below FIS Provider ID that is specific to your business. This ID is needed to complete the FIS Provider Agreement. Please keep this letter for future reference.</p> <p><b>Your FIS provider ID is D217957.</b></p> <p>The FIS Provider Agreement is located online at <a href="http://www.ebtedge.com">http://www.ebtedge.com</a>. Visit the FIS website and select the child care provider section. Select Complete your Contract or Register Online. Follow the instructions to complete the FIS contract. If you need help with the contract, call FIS at 1.800.894.0050 between 8 a.m. and 5 p.m. CST Monday-Friday.</p> <p>If you have questions about Wisconsin Shares Child Care Subsidy Program, contact your local child care agency during regular business hours.</p>		
CCPF	Date _____	Page 1 of 1



# FIS PROVIDER REGISTRATION

Start by copying and pasting the link below into your web browser. Enter all the requested information to register an ebtEDGE account.



<https://www.ebtedge.com/gov/portal/provider-public/ProviderRegistration.do>

**FIS** **ebtEDGE<sup>SM</sup>** Tuesday, April 28, 2020

### Provider Registration

Enter your Provider Identification, User Access information and click Continue to begin the online registration process.

**Provider Identification**

- \*FIS Provider ID:
- \*Provider Phone #:  -  -
- \*State or Program:
- \*Last 4 digits of Provider's Bank Account #:  [Help](#)  
Only used in adding an additional User ID and will gray out after choosing a "Program" in the above drop-down box.

**User Access**

- \*User ID:  (User ID must be an email address, sample: john\_doe@provider.com)
- \*Re-enter User ID:
- \*Password:  (Passwords must be at least 8 characters but no more than 14 characters long and must contain at least 1 number, at least 1 lower case and at least 1 upper case letter)
- \*Confirm Password:
- \*Challenge Question 1:
- \*Challenge Response 1:
- \*Challenge Question 2:
- \*Challenge Response 2:
- \*Challenge Question 3:
- \*Challenge Response 3:

43tg1Fd9

\* Enter the text shown above:

Note: If you have questions or experience problems with the registration process, call 1-800-894-0050.

[Delete Privacy Notice](#) [FIS Privacy Policy](#) [Terms and Conditions](#)  
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For more detailed instructions or if already have an account and need help getting access again, [click here](#).

Once your account is created, you can submit checking account details for ACH payment.

If you have difficulties or questions, you can contact FIS Merchant Services at **800-894-0050** OR **[Merchant.Services.Support@fisglobal.com](mailto:Merchant.Services.Support@fisglobal.com)**. This assistance is available from 8 a.m. to 5 p.m. Monday through Friday. It may take FIS up to 5 days to return calls/emails If you have not heard back from FIS and need assistance, email **[DCFDECECOVID19CCPayments@wisconsin](mailto:DCFDECECOVID19CCPayments@wisconsin.gov)**.



## EXISTING WISCONSIN SHARES PROVIDERS

If you are already set up with FIS, please ensure your bank details are up to date to ensure your CCC funds are received timely. If you need to update your bank account details, click the link below and follow the instructions.



<https://dcf.wisconsin.gov/files/childcare/covid/pdf/ebtedge-provider-portal-instructions.pdf>

If you are an existing provider currently receiving subsidy funds and you need to update your bank account information, please fill out the provider [bank information change form](#). Clicking the link will download the document.

Once completed you can submit it via email:

**Merchant.Services.Support@fisglobal.com**, Fax: **1-414-341-7085**, or mail to the address listed at the top of the form.



**Please Note: FIS may take up to a week to review and approve the FIS Provider contract or change the bank information. You are encouraged to begin this process immediately if you are not already set up with FIS.**



# **UPDATE YOUR CENTER RECORDS**

# Updating Your Center's Records

Once you have access to the Child Care Provider Portal, we strongly encourage you to take the time to gather all your records together regarding staff and family information.

Please refer to the [Child Care Provider Portal \(CCPP\) User Guide](#) for instructions on entering your information.

A [training video](#) is also available explaining the Child Care Provider Portal under the [CCPP Training and Resources section](#).

**Printable information sheets** are available in the **Appendices** section of this guide, which you may find helpful.

***Please note** that the Department of Children and Families will monitor and review Child Care Counts applications and use of program funds. Payment awards may be subject to audit to ensure the funds are spent according to the Terms and Conditions. We strongly recommend filing all related expenditure documents in a safe place.*



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# Child Care Counts: COVID-19 Payment Program Application Checklist

## Provider Portal Login Username and Password

Make sure you have these credentials and keep them in a safe and secure place. Having them on hand makes accessing and updating your center's details easier in the Child Care Provider Portal.

## FIS Account Details

Once you have your FIS account set up, you can receive your funds electronically.

## Staff Details

Staff Names. Part- or Full-time? On Payroll? Weekly Hours? Listed in the Provider Portal?

## Information about the children at your facility

Name, date of birth, care type (full-time, part-time)

Did your facility serve any children with disabilities?

Did your facility serve any children who speak languages other than English?

Did your facility serve any children who are experiencing homelessness?

Did your facility serve any children from tribal communities?

Did your facility serve any children living in rural areas?

## Temporary Closures

Is this information up to date in the Provider Portal?



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# APPENDICES

# Appendix A. Updating Child Information

Child Names	Child DOB	Full time (21 hours or more) or Part-time (20 hours or less per week)	Receives Wisconsin Shares?

Print out and use to help organize your information. You may need several copies.

## Appendix B. Staff Information

Staff Name	Part-time or Full time	On Payroll Y/N	Added to Provider Portal Y/N

Print out and use to help organize your information. You may need several copies.



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